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**05-04**  
**Cellular Telephone and  
Pager Guidelines  
and Policies**



Signed By	/s/ Marie LaVergne, Chief Administrative Services Division	Number	05-04
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Subject	Cellular Telephone and Pager Guidelines and Policies	Expires	When Canceled
Guide Section	General	Reference	Supercedes 97-11

The Air Resources Board (ARB) Cellular Telephone and Pager Guidelines and Policies has been updated to include current procurement requirements, audit responsibility and use guidelines. Any questions regarding these guidelines should be directed to the Administrative Services Division, Business Management Branch, Business Services Section at 916-323-6020.

This ASL is intended to provide general guidelines and policies and are in concert with [Management Memo 04-10, "Management of Personal Communication Devices \(PCDs\)."](#) Due to rapid changes in cellular technology, a web page has been developed to inform users of the most current cellular information issues.

The web page can be accessed at <http://inside/as/bussrv/its/cellular/cellular.htm>.

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## CELLULAR TELEPHONE AND PAGER GUIDELINES AND POLICIES

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### 1. PROCUREMENT/ACTIVATION

The Administrative Services Division, Business Management Branch, Business Services Section (BSS) is responsible for ARB's cellular telephone and pager management.

All requests for cellular telephones or pagers must be submitted to BSS on an IntraOffice Requisition (Form 5), and include the name of the person/persons to whom the cellular telephone or pager will be assigned and justification as to the need for a cellular telephone. Justifications should clearly support a business need. Generally, staff who regularly perform field work, travel frequently on State business, routinely perform State duties after hours or whose jobs keep them away from their offices a majority of the workday are good candidates for cellular telephones. Cellular telephones may be checked out from BSS on a short-term basis to satisfy a specific short-term need. Requests for cellular telephones should be evaluated carefully, as cellular telephone charges are an ongoing monthly expenditure. Division Chief approval is required for procurement of cellular telephones.

BSS has established specific standards for equipment and accessories to be purchased. Information on the current standards will be posted on ARB's Intranet web page. Request's for cellular telephones or pagers other than the standard must be justified as to the business need that must be met and will be reviewed and approved on a case-by-case basis. Cellular calling plans are also established by BSS and are subject to change depending upon periodic reviews of cellular telephone usage and determinations as to the most cost effective plan. BSS will also audit various cellular telephone usage reports for compliance with these provisions and advise management of adverse audit findings. A copy of cellular telephone airtime charges will be provided to managers and/or supervisors upon request.

### 2. APPROPRIATE USE

All employees are responsible for using ARB cellular telephones within the following guidelines:

- A. Cellular telephones issued by ARB are intended for State business use only. It is recognized, however, that there may be times when personal use may be necessary. This incidental usage should be necessary, minimal, and should not interfere with the conduct of State business.
- B. Cellular telephones are not to be used solely for convenience but as a last resort, if using a conventional telephone or pay phone is not practical.
- C. Except in rare or emergency cases, out-of-state and out-of-country calls should be avoided if possible.
- D. Calling of 900 numbers is an inappropriate use of State telephones and is prohibited. Any 900 number calls appearing on invoices will immediately be investigated. Using cellular telephones that would in any way violate any other ARB policy (e.g., the sexual harassment or violence in the workplace policies) is also prohibited.
- E. Misuse of State cellular telephone usage may result in deactivation of cellular service and/or disciplinary action. Please refer to [State Administrative Manual \(SAM\) sections 4510 and 8643](#) for the State's basic policies pertaining to the care and use of State equipment.
- F. Cellular telephones should be treated with care to avoid damage, loss or theft. Damage resulting from negligence may result in the employee having to reimburse the State for the replacement cost of the cellular telephone.
- G. Using cellular telephones or pagers while driving can be a safety hazard due to the distraction and difficulty to maintain a high level of attention to traffic. Drivers should not use these devices while driving.

### **3. SERVICE/REPAIR**

Service problems with cellular telephones or pagers during normal business hours should be reported to BSS at (916) 323-6020. After business hours or on weekends individuals may contact service providers directly to report service problems to ATT (1-800-888-7600) or Nextel (1-800-888-7600), but will not be allowed to make any service or plan changes. BSS should be notified of the request for service as soon as possible.

### **4. LOSS/THEFT**

In the event that loss/theft occurs during normal business hours, the employee must report the loss/theft to BSS immediately. If the loss/theft occurs on a weekend or after normal business hours, the employee must contact the service provider directly and cancel service immediately. BSS should be notified of the loss/theft on the next business day and a written report should be submitting regarding the circumstances surrounding the loss/theft.

## **5. DEACTIVATION**

Requests to deactivate cellular telephones must be made in writing to BSS and approved by the Division Chief. Cellular telephones must be returned to BSS at the time the deactivation notice is submitted to BSS.

## **6. UPDATES**

Due to the ever-changing technology, specific information on cellular telephone models, features and service plans can be found on the [ARBInside](#) page, Administrative Services, Business Services, Information Technology Support.

Any questions regarding these guidelines should be directed to BSS at (916) 323-6020.